

# **THE STATE OF ARKANSAS 1915(b) PROGRAM**

Project Name: Arkansas Medicaid Non-Emergency Transportation (NET) Program (AR03.R01)  
Initial Approval Date: December 4, 1997  
Most Recent Renewal Date: November 22, 2003  
Expiration Date: November 21, 2005

## **PROGRAM SUMMARY:**

The Arkansas Non-Emergency Transportation (NET) Program is a selective contracting transportation broker program operated directly by the Division of Medical Services, Arkansas Department of Human Services (the State's Medicaid agency) under authority of Section 1915(b)(4) of the Social Security Act. In order to operate the waiver the State has been granted a waiver of Section 1902(a)(23) (Freedom of Choice) which allows the State to provide services through single brokers in each geographic region and Section 1902(a)(4) to permit the State to mandate beneficiaries into a single PAHP.

## **EXCLUDED POPULATIONS:**

Excluded populations are those living in nursing homes or ICF/MRs, those who have Medicare coverage, except for purposes of Medicaid-only services (Qualified Medicare Beneficiaries (QMBs), children eligible for services through ARKids First program, family planning participants, and those eligible under the tuberculosis category are also excluded. The program currently serves an estimated 349,090 Medicaid beneficiaries.

## **HEALTH CARE DELIVERY:**

The State contracts with Medicaid Managed Care Services (MMCS), a division of the Arkansas Foundation for Medical Care (AFMC), to conduct recipient satisfaction surveys, to establish and staff a toll-free help line to assist recipients, brokers, and health care providers, to track and report on inquiries and issues to DMS on a weekly basis, and to develop and distribute informational post cards, brochures, and fliers.

DHS staff perform periodic field audit visits to monitor vehicle conditions and driver qualifications and training. Unannounced, incognito ride-alongs are also conducted to monitor punctuality, courtesy, safety, and other aspects of service.

Beneficiaries are required to use the contracted broker in order to obtain non-emergency transportation services. The State has selected, through a competitive procurement process, one broker to operate the program within each of the state's 11 geographic regions. Arrangements for transportation must be requested 48 hours in advance, must be for a medically necessary, Medicaid reimbursable service and must be the beneficiaries' only means of transportation. Each of the 11 brokers is responsible for verifying eligibility, scheduling transportation services, providing quality non-emergency transportation service and ongoing monitoring.

**BENEFIT PACKAGE:**

Non-emergency transportation only.

**EXCLUDED SERVICES:**

Not applicable

**LOCK-IN PROVISION:**

Not applicable

**ENROLLMENT BROKER:**

Not Applicable

**COST EFFECTIVENESS/FINANCIAL INFORMATION:**

Under the newly adopted cost-effectiveness methodology, this waiver is projected to experience the following growth in Projected Year 1 and 2 (P1 and P2) Member Months and costs over base year:

MM P1:	4.4%
MM P2:	4.2 %
State Plan Inflation Adjustment P1:	4.0%
State Plan Inflation Adjustment P2:	4.0%
Administration Costs Adjustment P1:	25%
Administration Costs Adjustment P2:	8.5%

This growth will result in anticipated waiver costs of \$12,088,224 in P1 and \$17,597,415 in P2. This includes the PAHP capitated and administrative costs.

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